

NETWORK MANAGER REPORT



JUNE 2010

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

June proved to be a very busy and exciting month for Alabama Interactive. The team released the newest version of alabama.gov, and websites and citizens alike have noted their satisfaction with the new site. AI also launched two new agency applications and four change management updates this month.

Highlights for the month were:

- Alabama Interactive officially released version 8 of alabama.gov. The new added a number of new features including a carousel of quick links and an interactive map while maintaining proven award winning features.
- Research website Juggle.com listed the redesigned alabama.gov portal as a Top Government Website Award recipient. The award focuses on superior web technology and providing citizens with greater access to information and services. Juggle noted the web design and navigation structure, in particular, for contributing to their decision to name Alabama a recipient.
- Members of Alabama Interactive met with the Alcohol Beverage Control Board to discuss the development of an employee time tracking system. This is one of many new applications in the project queue for the ABC Board.
- Agency testing began this month for the rewritten Hunting and Fishing License application for the Department of Conservation and Natural Resources. The phone sales, probate and point-of-sales versions are on target to begin the testing phase in the upcoming weeks.
- The Alabama Department of Conservation and Natural Resources Alligator Hunt application experienced a 7% increase in registrations this month when compared to June of last year, which amounts to over \$20,000 collected. Hunters can register online for the random drawing through this application to hunt alligators in select Alabama counties during August.
- AI completed an update to the Alabama Secretary of State's UCC filing application. Users can now select multiple items for one shopping cart, creating enhanced functionality and usability.
- The new version of alabama.gov provides more efficient access to AI's live chat feature, featuring the service on each secondary page. AI's customer support team answered over 1,190 live chats through the alabama.gov website compared to last June's 140 live chats.

Marketing

The marketing team's efforts in June were focused on the launch of the new version of alabama.gov on June 1st. Members of the marketing team issued a press release to announce the launch while the website govtech.com mentioned the new Alabama portal in an independent article. The article called attention to how Alabama's new site is not only "smartphone friendly," but also has an iPhone application which provides access to the portal's more than 135 services online.

This month the team also nominated alabama.gov for the annual Best of the Web competition held by the Center for Digital Government. The nomination focused on how alabama.gov has seamlessly combined new technologies with proven award winning features to meet the needs of both agencies and individual citizens.

Customer Service

In June the customer service team facilitated a number of calls aiding users through the redesigned site due to its new look and feel. AI continues to help visitors to alabama.gov through live chats and customer service phone calls. The customer service team answered 1,193 live chats in the month of June as well as a number of phone calls from constituents with general questions about various state services. Several live chat visitors commented on AI's customer service stating, "Excellent!!! You are exceeding my expectations of support!" and "Thank you for your time. You have been MOST helpful."

AI's customer support team also answered 495 support emails, receiving many thanks of gratitude in the process. Dick Smith, a BBVA Compass representative, replied, "Thank you so much...now this is what I call 'world-class service,'" after receiving help with his certificate of good standing. Child labor certificate customer, Rhonda, similarly answered, "Thank you so much for sending the Certificate...I was at a total loss as to how to print it. You are great!"

Development

The AI Development team held several important meetings this month to focus on a number of new internal applications including the Application Deployment and Versioning tool and the use of common configuration and property files. The development team built the deployment and versioning tool to manage applications going into production. The tool also allows the team to schedule deployments and manage updates as well as create archived versions automatically. The developers can now easily roll back to a previous deployment version if need be through the use of the tool. This application also gives project managers access to view development and change management progress while receiving email notifications when applications are pushed into production.

In addition, the team met to discuss the use of common configuration and property files. The majority of AI's applications have common configuration, connection or property elements. These elements can be shared from application to application. Currently, most of the common data is contained in configuration or property files included within each individual application. The

Development team can now centrally locate some of these common elements for greater control and reduced maintenance requirements on new applications.

PROJECT REPORT

Completed New Applications for 2010

Agency	Application	Description	Date Completed
Alabama State Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate licenses	01/11/2010
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	01/22/2010
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single fathers' questions.	01/29/2010
Alabama Board of Examiners of Assisted Living Administrators	License Renewals	Allows Category 1 and 2 licensees to renew online	01/31/2010
Alabama Board of Examiners of Assisted Living Administrators	Replacement License	Allows active licensees to request a replacement license online	02/18/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home License Renewal	Allows nursing home administrators to renew assisted living license online	02/18/2010
Alabama Onsite Wastewater Board	Exam	Allows users to apply for exam online	02/22/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home Admin Initial	Allows nursing homes administrators to apply online	02/22/2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows counties to register boats online	02/28/2010
Alabama Interactive	Alabama.gov iPhone application	Allows iPhone users to access an enhanced mobile version of Alabama.gov	03/07/2010
Alabama Board of Examiners of Assisted Living Administrators	Initial Application	Allows users to apply for their initial license online	04/06/2010

Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	05/17/2010
Alabama Department of Environmental Management	General Invoice Payment	Allows individuals to pay various ADEM generated invoices and fees online	05/24/2010
Alabama Interactive	Portal - Version 8	The new portal added a number of new features including a carousel of quick links and an interactive map.	06/01/2010
Alabama Home Builders Licensure Board	Expired Inactive – Corporation License Renewal	Allows corporations to renew their Expired Inactive license online	06/01/2010

Completed Updates for 2010

Agency	Application	Description	Date Completed
Alabama Department of Conservation and Natural Resources	Magazine - Rewrite	Complete rewrite of existing application	01/22/2010
Alabama State Board of Registered Foresters	License Renewal - Rewrite	Complete rewrite of existing application	01/25/2010
Alabama Department of Education	Merchant Service	Update to the existing web service	01/28/2010
Alabama Electrical Contractors Board	License Renewal	Update to existing application	01/28/2010
Alabama State Board of Registered Foresters	Intranet	Update to existing application intranet	01/28/2010
Alabama Board of Interpreters and Translators	License Renewal	Update to existing applications, licensees will not be able to edit fields	02/01/2010
Alabama Real Estate Commission	CMAA	Updates to existing application	02/03/2010
Alabama Real Estate Commission	Transfer Application	Updates to existing application	02/03/2010
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	03/01/2010
Alabama Secretary of State	Monthly Search	Updates to existing application	03/01/2010
Alabama State Board of Chiropractic Examiners	Reinstatement	Update to add additional fee to reinstatement application	03/22/2010
Alabama Home Builders Licensure Board	Expired Inactive	Updates to existing application	03/30/2010
Alabama Department of Conservation and Natural Resources	Intranet	Added account information to the intranet	03/16/2010
Alabama State Bar	Sections	Updates to existing application	04/02/2010
Alabama Real Estate Commission	Certification	Updates to existing application	04/05/2010

Alabama Real Estate Commission	New Course	Updates to existing application	04/14/2010
Alabama Real Estate Commission	Official Document Printing	Added license expiration date on column	04/14/2010
Alabama State Bar	Annual Registration	Updates to existing application	04/29/2010
Alabama Department of Revenue	Construction Fee Return	Update to allow processing of Credit Cards	05/05/2010
Alabama State Board of Chiropractic Examiners	Verification	Rewrite of existing application	05/14/2010
Alabama Real Estate Commission	Enhanced Security Login	Update to login security	05/17/2010
Alabama State Board of Chiropractic Examiners	License Renewal	Update to add Bachelors degree option to application	05/19/2010
Alabama Alcohol Beverage Control Board	License Renewal	Updates to existing application	06/01/2010
Alabama Department of Conservation and Natural Resources	Alligator Hunt	Updates to existing application	06/01/2010
Alabama Interactive	Subscription Service	Allows users to apply / renew their subscription service online	06/09/2010
Alabama Secretary of State	UCC Filing	Allows users to select multiple items	06/10/2010

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in agency testing	TBD
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2010
Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in agency testing	October 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in agency testing	March 2010
Alabama Alcoholic Beverage Control Board	E-packets	Allows agents to submit monthly paperwork electronically	This application is in agency testing	June 2010
Alabama Board of Nursing	New name and address change	Allows licensees to change name/address via separate applications	This application is in agency testing	November 2009
Alabama Secretary of State	LLP Annual Registration	Allows LLCs to pay annual registration fee online	This application is in agency testing	TBD
Alabama Department of Corrections	Inmate Banking IVR application	Allows user to deposit money to an inmate's account by phone	This application is in internal testing	January 2010

Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	This application is in agency testing	August 2010
Alabama Alcohol Beverage Control Board	Payment Portal	Allows users to pay citations online	This application is in agency testing	August 2010
Alabama Alcohol Beverage Control Board	E-Citations	Allows ABC Agents to issue citations electronically	This application is in agency testing	June 2010
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite of existing application	This application is in agency testing	May 2010
Alabama Board of Pardons and Paroles	Supervision Payment Application	Allows parolees to pay monthly fee with credit/debit cards	This application is in agency testing	TBD
Alabama Board of Examiners of Assisted Living Administrators	Emergency Permit	Allows users to purchase emergency permit online	This application is in the development phase	TBD

In Development...

Agency	Application	Description	Status	Target Date
Alabama Alcohol Beverage Control Board	Wholesale Beer and Wine	Allows users to pay wholesale beer and wine taxes online	This application is in pre-project phase	July 2010
Alabama Board of Court Reporting	Change of address	Allows licensees to change address online	This application is in the development phase	June, 2010
Alabama Board of Court Reporting	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Licensure Board for Interpreters and Translators	Change of address	Allows licensees to change address online	This application is in the development phase	TBD
Alabama State Board of Respiratory Therapy	Change of address	Allows licensees to change address online	This application is in the development phase	TBD
Alabama State Board of Respiratory Therapy	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Department of Conservation and Natural Resources	iPhone Application	Allows users to find wildlife management areas and upload photos	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	Change of address	Allows licensees to change address online	This application is in the development phase	TBD
Alabama Board of Examiners in Marriage and Family	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Interactive	Becoming Alabama	In-kind website for the Alabama Archives et al.	This application is in pre-project phase	August 2010

Alabama State Board of Chiropractic Examiners	Initial License	Allows user to purchase initial license online	This application is in pre-project phase	May, 2010
Alabama Department of Corrections	iPhone/ Mobile application	Allows users to deposit money to inmates via a mobile device	This application is in the development phase	May, 2010
Alabama Department of Revenue	Motor Vehicle Form 04	Allows users to file lien holder applications online	This application is in the pre project phase	August 2009
Alabama State Board of Occupational Therapy	License Renewal	Allows user to renew their license online	This application is in the development phase	TBD
Alabama Department of Revenue	Replacement title	Allows user to order replacement titles online	This application is in pre-project phase	TBD
Alabama Secretary of State	Corporation Certificate of Existence	Allows corporations to obtain a Certificate of Good Standing online	This application is in the development phase	TBD
Alabama State Board of Chiropractic Examiners	Fines and Fees	Allows users to pay their Board fine and fees online	This application is in the development phase	08/15/2010
Alabama Board of Examiners of Landscape Architects	Exam Application	Allows users to pay for their license exam online	This application is in the development phase	08/15/2010

Scheduled Updates...

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in internal testing	April 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2010
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in development	TBD
Alabama Board of Nursing	Subscription Updates	Updates to existing subscriptions	This application is in development	July 2009
Alabama Board of Nursing	Intranet Report	Update to existing reports	This application is in development	July 2009
Alabama Board of Nursing	Nursing Endorsement	Updates to existing application	This application is in agency testing	September 2009
Alabama Board of Nursing	CRNA – Rewrite	Apply for CRNA license online	This application is in testing	TBD
Alabama Board of Nursing	Exam – Rewrite	Allows licensees to apply for exam online	This application is in testing	TBD
Alabama Board of Nursing	Military Actively deployed – Rewrite	Allows licensees to renew online	This application is in testing	TBD
Alabama Board of Nursing	Name/ Address change - Rewrite	Allows licensees to request a new card online	This application is in testing	TBD
Alabama Department of Corrections	Recurring Payments	Update to allow users to set recurring payments	This application is in internal testing	May 2010

Alabama Board of Nursing	Data Download	Updates to existing application	This application is in pre-project phase	TBD
Alabama Board of Nursing	Fee/Fine	Updates to existing application	This application is in pre-project phase	TBD
Alabama Department of Conservation and Natural Resources	Boat Registration	Updates to existing application	This application is in development	June 2010
Alabama Department of Conservation and Natural Resources	BOW	Updates to existing application	This application is in pre-project phase	June 2010
Alabama Department of Conservation and Natural Resources	Canoe Trail	Updates to existing application	This application is in pre-project phase	TBD
Alabama Board of Optometry	License Renewal	Updates to existing application	This application is in pre-project phase	TBD
Alabama Department of Revenue	Auto Dealers	Updates to existing license renewal application	This application is in development	TBD
Alabama State Bar	Exam	Allows users to pay for their Bar exam online	This application is in development	09/01/2010

SERVICE REQUESTS

Alabama Alcoholic Beverage Control Board

Vendor Representative ID's

Alabama Interactive requests and recommends this service for the Alabama Alcoholic Beverage Control Board be added to the network. The payment application will be an electronic access fee service and will be developed at no cost to the Board.

Alabama Alcoholic Beverage Control Board

Employee Time Log

Alabama Interactive requests and recommends this service for the Alabama Alcoholic Beverage Control Board be added to the network. The application will be developed based on a time and material fee service.

MONTH IN REVIEW

Total AI Network Transactions:	184,132
Average Successful Request per Day:	6,138
Total alabama.gov Visitors:	125,129
Total alabama.gov Page Views:	281,424
Total alabama.gov Chats or Offline Messages from Live Help:	1,193
Total AI Customer Support Emails:	495

OPERATIONS & ADMINISTRATION

In June, Juggle.com, a research website, recognized the redesigned alabama.gov with a Top Government Website Award. Juggle noted the web design and navigation structure, in particular, for contributing to their decision to name Alabama a recipient.

OTHER BUSINESS/IN CLOSING

In closing, June was a busy month for the Portal. AI launched two new applications including the 8th version of alabama.gov. AI is looking forward to the outcome of the annual Best of the Web competition held by the Center for Digital Government.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

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